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Sheet	1	of	2
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Complete if Known

Application Number	09/785,048
Filing Date	February 15, 2001
First Named Inventor	Mark J. Pettay
Art Unit	26453
Examiner Name	Not Known
Attorney Docket Number	PAT-008

U. S. PATENT DOCUMENTS

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FOREIGN PATENT DOCUMENTS

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**Examiner
Signature**

Date
Considered

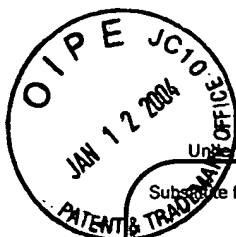
2/9/04

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PTO/SB/08B (08-03)

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

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Application Number	09/785,048
Filing Date	February 15, 2001
First Named Inventor	Mark J. Pettay
Art Unit	2641
Examiner Name	Not Known
Attorney Docket Number	PAT-008

Sheet

2

of

2

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Examiner Initials*	Cite No. ¹	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	T ²
	BW	HILL, KIMBERLY, Autonomy Digs into Contact-Center Market, CRMDaily.com, May 20, 2003	
	BX	TWERSKY, ROY, How Speech Analytics Solutions Help Telemarketing and Contact Centers, www.utopy.com, August 11, 2003.	
	BY	SER Acquires VorTecs, Move adds CTI and Speech rec to SER's outbound capabilities, www.cconvergence.com, March 27, 2003	
	BZ	Fast-Talk and VorTecs Join Forces to Unveil New Quality Management Solution, Press Release on www.fast-talk.com, October 24, 2001	

Examiner Signature

Date

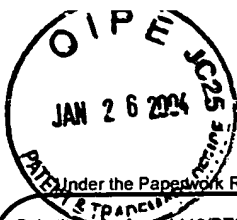
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INFORMATION DISCLOSURE STATEMENT BY APPLICANT

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Complete if Known

Application Number	09/785,048
Filing Date	February 15, 2001
First Named Inventor	Mark J. Pettay
Art Unit	26455
Examiner Name	Not Known
Attorney Docket Number	PAT-008

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	CA	VOICELOG, VoiceLog Announces Web Interface for Verification Retrievals and Audio Playback, Press Release, www.voicelog.com.	
	CB	VOICELOG, VoiceLog Announces Dual Channel Recording, Press Release, www.voicelog.com, 01-04-2000.	
	CC	VOICELOG, VoiceLog Goes to the Ends of the Earth to Review Third Party Verification, Press Release, www.voicelog.com, 02-29-2000.	
	CD	VOICELOG, VoiceLog Announces Inbound that Delivers, Press Release, www.voicelog.com, 10-02-2000.	
	CE	VOICELOG, VoiceLog Announces "Pay As You Go" Call Logging, Press Release, www.voicelog.com, 06-26-2003.	
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